



## DOT Employee Newsletter May 2001

**From Michael E. Shaw, Director for Radionavigation and Positioning, Office of the Assistant Secretary for Transportation, OST**

*The Department has long recognized the ability of satellite navigation and the Global Positioning System (GPS) to improve the safety and efficiency of our transportation infrastructure. Today, we are implementing GPS-based systems for air, maritime, and land transportation throughout the nation. Aviation GPS-based systems will enable the "Free Flight" and "Safer Skies" initiatives for improving our National Airspace System. Surface GPS-based systems will serve maritime and land travel nationwide in support of our maritime commerce and our Positive Train Control initiatives.*

*Many state and local governments are key partners in this effort and will benefit from GPS-based systems in areas such as snowplow guidance, land-use management, emergency response, and vehicle location. To further improve civilian GPS service, the Department is working in close cooperation with the Defense Department to modernize the future GPS system to begin broadcast of new signals beginning in 2003. This innovative technology is empowering a host of transportation, commercial, and scientific applications benefiting mankind worldwide.*

### Life Events

Recently married, divorced or widowed? Have a child reach age 22? These are some of life's events that require employees to update health benefits and life insurance coverage as well as beneficiary designations. Contact your servicing human resources office to update your records.

### Thrift Savings Plan Briefing

The Thrift Investment Board will be presenting a TSP Briefing on the NEW TSP Changes. The briefing will be held on Wednesday, 5/2, from 9 am- 12, in Room 2201 with overflow rooms 3328 and 6332. Come early for a seat!

### Thrift Rates of Return

For the month of March:

<u>C Fund</u>	<u>F Fund</u>	<u>G Fund</u>
(6.33%)	.51%	.45%

For the last 12 months (4/2000 - 3/2001)

<u>C Fund</u>	<u>F Fund</u>	<u>G Fund</u>
(21.63%)	12.61%	6.09%

### Research Results on Customer Satisfaction

- A satisfied customer tells 3 people about a good experience. A dissatisfied customer tells 8 to 20 people.
- Encouraging customers to complain increases customer loyalty when complaints are resolved satisfactorily.
- Customer retention is more critical than attracting new customers: It costs an organization 5 to 12 times more to attract a new customer than to retain an existing one.

*Source: Office of Personnel Management*

### Thrift Savings Plan Open Season

Runs from 5/15 to 7/31. You may elect to begin contributing, change the amount of your contributions, or reallocate contributions to your accounts among the funds.



**Ships in the harbor are safe, but that's not what ships are built for.**

Unknown Author

**Please notify the center in advance if you need special accommodations for the programs below.**



## **Career Connections Workshops**

DISC - 5/1

How Do I Get Results in My KSAs? - 5/4

Career Planning - 5/8

KSAs for Secretaries - 5/16

Project Management - 5/24

Who Moved My Cheese - 5/25

Workshops will be held in PL-402. Space is limited. Call x69392 [TTY 67630] for the times and to register.



## **Worklife Programs**

[Call x66389 or TTY 67630]

- Worklife Meet & Greet -- 5/3, DOT Eatery, 11:30-1 pm
- Wellness Resource Fair -- 5/10, Plaza, 11:30-1:30 pm
- Caring for Your Young Child Seminar -- 5/17, PL-402, 12-1 pm
- Adult Day Services Seminar - 5/22, PL-402, 12-1 pm
- New Mom Discussion Group - 5/23, PL-402, 12-1
- Worklife Wellness Walk & Roll, Plaza, 5/31, 10-2 pm

## **Customer Service Dimensions**

How well do you perform on the following?

- ✓ Access -- availability of service and the ease with which it can be obtained.
- ✓ Courtesy -- Attitudes relating to the behavior of the service provider to the customer (e.g., friendly, helpful, rude, officious, polite, respectful, considerate).
- ✓ Knowledge -- Possession of required skills and know-ledge to perform the service.
- ✓ Timeliness -- Promptness in receiving or providing promised materials and/or service.
- ✓ Reliability -- Ability to perform the promised service dependably, accurately, and consistently.
- ✓ Choice -- Response to a spectrum of needs of individual customers -- extent to which needed services are modified or adapted, or otherwise altered to accommodate the individual.
- ✓ Tangibles -- Appearance of physical facilities, personnel, and communication materials.
- ✓ Recovery -- Problems and complaints are resolved quickly with minimal effort on the customer's part and problems do not recur.
- ✓ Quality of Specific Products/Service -- What the customer receives from the service provider or the perception of excellence of the product or service received.

## **Public Service Recognition Week From May 7-13**

Mark your calendars! Over 100 government agencies, including DOT, will exhibit and celebrate the innovation and quality of work performed by public employees. Lots of fun events and free give-aways are planned. Don't miss it!



## **National Fitness Month Events**

The following events will all be held in Room 2230 from 12-1 p.m. Come early to get a good seat!

- "To Busy to Exercise?" -- Andrew Card, Norman Mineta and Michael Jackson, 5/3
- "Fitness and Foot Health" -- Gene Mirkin, DPM and Julie Jird, DPM, 5/16
- "Exercise and Your State of Mind" -- Dr. Andre Leyva, Ph.D., 5/23
- "Exercise, Heath, Diet and Nutrition" -- Gabe Mirkin, M.D., 5/30

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